



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## CHILD SUPPORT OFFICE MANAGER

Job Number: 20001146

Job Code: 62740V151016

Job Group: 6200 - HUMAN SERVICES

Job Established: 09/01/1984

Job Revised: 10/16/2015

Grade: 15 Salary (MIN - MID):

\$19,882-\$26,339 - Hourly

\$3,230.84-\$4,280.10 - 37.5 Hr. Monthly Salary

\$3,446.22-\$4,565.44 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Supervises the daily activities of personnel and manages the implementation of the Child Support Enforcement Program in a local office; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

Must have four years of administrative experience or experience in reviewing, monitoring, determining eligibility for and/or administering Child Support, Food Stamp, Aid to Families with Dependent Children, Medical Assistance programs, energy assistance, commodity or other public assistance programs.

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Work experience involving interviewing, community services work, administrative work, work dealing directly with the public and/or clerical office work will substitute for the required college on a year for year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

NONE

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Supervises the daily activities of child support personnel administratively establishing and enforcing child support obligations and those processing the child support portion of AFDC applications. Interprets program policy to staff and determines and coordinates operational procedures for a group of Investigators and Child Support Specialists. Evaluates the work of Investigators and Child Support Specialists for technical accuracy and program knowledge and answers questions regarding program and administrative policy and procedures. Reviews, monitors and assesses on the job training, casework, job standards and enforcement of personnel rules and regulations. Ensures caseload assignments are equitable within assigned span of control and are kept at comparable levels. Recommends and submits personnel actions to Branch Manager. Monitors effectiveness of service to the community. Represents the agency in public. Resolves complaints from clients, payers, attorneys and staff. Completes comprehensive reports as required by Branch Manager or Central Office.

**UNIQUE PHYSICAL REQUIREMENTS:**

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*